CommonHealth

FAQ

What is CommonHealth?

CommonHealth is a non-profit public service designed to make it easy and secure for Android™ users to collect their electronic health record data and share it with health apps and partners that they trust. CommonHealth is private and secure, allowing users of Android™ devices to have their health records at their fingertips.

Is CommonHealth free?

Our entire platform will always be free. There are no hidden fees or missing features, no ads, and we never collect or sell personal data.

Why is my hospital or health provider offering CommonHealth?

Your doctor, practice, clinical laboratory, or hospital would like to offer you the option to collect, store, and share your health data, from all of your medical providers. The goal of CommonHealth is to allow you to have complete access to your health information, all in one secure place.

Why should I use CommonHealth?

CommonHealth allows Android™ users to securely share and access their health records in a way that hasn't been possible before. When you have access to your health information you are better able to monitor chronic conditions, adhere to treatment plans, and track progress in wellness or disease management programs. It gives you easy access to clinical records while traveling, for those with chronic health conditions who frequently visit multiple doctors, and in case of an emergency. CommonHealth is free, private, and secure.

Why can't I see all my records?

You may not see all the records you are expecting for a few reasons:
- Your healthcare provider log-in may have expired. You can update this through your healthcare provider's website or app, and your data will automatically re-download into the CommonHealth app
- We may be having trouble connecting to the data source
  - The CommonHealth app will ask you to reconnect to the healthcare provider source. Select the Data Source from the Main Page > scroll down to the bottom and select Reconnect Data Source. It may take up to a few hours for your records to download into the CommonHealth app. If you checked again and the records still have not appeared, please check with the data source directly.

- The data source may not have made records available yet
  - If this is the case, try checking the CommonHealth app again later. It may take some time for your records to populate. If you checked again and the records still have not appeared, please check with the data source (e.g. your doctor or lab) directly.
  - Once your records are available in your provider's web portal, it would be added to CommonHealth shortly as well, assuming you are connected to your data source successfully.

I don't remember my provider login?

In order to see your records, you will need your provider's portal log-in. Please reach out to your provider for log-in assistance.

Are my health records secure?

Yes. Your records are stored and encrypted on your device. During enrollment for CommonHealth, you will be asked to provide a 6-digit passcode or, if available, register with your device's Face Unlock or your fingerprint. This data is not shared with us or any other partner or vendor; it remains private within your device. This means if you forget your passcode, we cannot retrieve that information, so please make sure to memorize it.

What happens if I get a new device?

Since your information is stored exclusively within your device, the CommonHealth team does not have access to it. When you get a new device you will need to re-download your records and add them to the new device.

I lost my enrollment pin or Face Unlock/fingerprint is not longer working to log-in to my account, what now?

Your security and privacy are the number one priority for CommonHealth. Because of this, we do not have access to control or update your six digit passcode or override your Face Unlock or fingerprint. You must keep your enrollment passcode memorized or written down and stored in a safe place. If you lose your enrollment passcode or your on-device Face Unlock or fingerprint fail to log you in to your CommonHealth account, your only option will be to delete all your data within your account and re-enroll into CommonHealth from the beginning.

Can I delete all my data within my account?

Yes. You control your data within CommonHealth. If you would like to delete your data, open the app, click on Account, which is the icon on bottom right corner. Scroll down to the bottom and click 'Remove Account'. A pop-up will ask you if you would like to confirm removing your account. Once you delete your health information data, neither you, nor CommonHeath will be

able to retrieve it. The only option will be for you to request your medical records from your doctors again. Legally, medical records are confidential and required to be held by your doctors, they cannot be deleted by you. If you have questions about any medical records stored by your doctor, please reach out to your doctor directly.

I work for a hospital, health plan, or digital health company. What are the next steps for partnering with CommonHealth?

Great! Please reach out to our Partnership team at partner@commonhealth.org with your company's name and your contact information and someone will get back to you shortly.

Is my data safe on CommonHealth?

Yes! Ensuring your data is safe and secure is CommonHealth's top priority. Your data is stored exclusively on your device, encrypted behind a six digit passcode, Face Unlock or your fingerprint. The CommonHealth team does not have access to any of these files.

How do I add health records or a data source?

To add additional health records or a data source click on 'Accounts', which is the person icon on the bottom right of the app. Scroll down to the 'Data Source' section where it says 'Add Source'. From here you will be able to log into your healthcare provider account or other data source.

How do I search my health records?

You can search your health records by opening the app and clicking on the 'Records' page, which is the middle icon at the bottom of the screen. From there, scroll down and select 'All Records', which will take you to a browseable screen that contains all of your health records stored within CommonHealth. Using the search bar at the top of this screen you can type terms into the bar to find records that match.

Can I share my records with my new doctor?

Of course. Right now the best way to share your records with a new doctor is to bring your device with you to the appointment where you can show them to your doctor while you're giving your medical history. You can also export your records via the Android™ share options or via a .zip file. You can do that by going to the 'Account' section and selecting 'Export My Data'. From here you will be asked to confirm that you would like to export your data. Please keep in mind the .zip file will not be encrypted.

Our team is working towards integrations with doctors and digital health apps so you can share records electronically as well, while still remaining secure.

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Are there other apps and services I can connect with CommonHealth?

We will be adding to this list in the coming months.

Which healthcare providers, labs, and other providers of healthcare data can I connect with?

You can also connect with the below providers:
- LabCorp
- UCSF (University of California, San Francisco)

We will be expanding this list steadily in the coming months.

How can I contact CommonHealth for help?

Since privacy and security are our top priority, it will be very difficult for us to help with anything related to your health records on your device. If you have general feedback about CommonHealth, please send us an email at app-support@thecommonsproject.org. The caller should provide which country they are trying to use CommonHealth in, the mobile device name they are using, and which operating system ("OS") version they are on. Please do not include any Personal Identifiable Information (PII) or Personal Health Information (PHI) in your email.

Who runs CommonHealth?

Building on new standards and regulations, CommonHealth is an open-source, non-profit public service of The Commons Project Foundation. CommonHealth is being developed and deployed in collaboration with a broad coalition of public and private partners across the health and technology ecosystem.
The Commons Project Foundation is a non-profit public trust, established with support from the Rockefeller Foundation to build digital services that put people first. The Commons Project Foundation fills the void between tech companies, government agencies and traditional non-profits to build and operate the digital services that constitute public infrastructure for the digital era.